User Guide to Online Bill Pay

for customers of Rocky Mount Public Utilities

There are many online services now available to customers of Rocky Mount Public Utilities. This guide will show you how to register for an online account. **Please have a utility billing statement handy as you register for your account.**

REGISTRATION PROCESS

Go to www.rockymountnc.gov/billpay and click this button:

Click Login at the bottom right corner of the page.
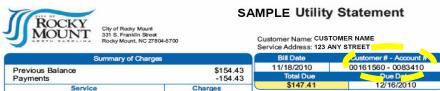
Click Register.

Enter your information.
> You will need to enter a user name of your choice, your name, your display name (typically your first name), your email address, and a password of your choice.

Enter your Customer Number and your Account Number.
> You will find these numbers at the top right corner of your utility billing statement, as shown in the yellow dashed circle below. The first number is your customer number; the second number is your account number.

Select whether you would like to begin receiving your utility bills by email, and if you would like to stop receiving paper bills in the mail. You can receive your bills by email AND regular mail.
> Select TRUE if you want to receive bills by email, and on the next line, select TRUE if you would like to continue to receive printed bills in the mail. (Select FALSE if you do NOT want to receive bills by email, and FALSE if you wish to stop receiving printed bills in the mail).
> **NOTE: If you'd like to view your bill online, you must choose to receive electronic bills during the registration process.**

Click Register.
> A message will display confirming that your account has been successfully set up and that you are now required to enter a verification code the first time you login.

Check your email for a new message from us.
> This email message will include your user name, password, and a verification code.

Click the link provided in the email to complete your registration.

Enter the information provided in the email (your username, your password, and the security code).

Congratulations! You are now logged in to your online account.
The next time you want to log in, you will only need to enter your user name and password.

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There are many online services now available to customers of Rocky Mount Public Utilities. This guide will show you how to use the features available online. **Please note that you need to register for an account before you can use the online features.**

ONLINE FEATURES

Now that you have logged in to your account, let's review some key features. Under the ONLINE SERVICES section at left, click BILLING HISTORY to see your historical billing information, including your current utility bill. Under the heading WEB BILL at right, click VIEW and your utility bill will open in a new window. This online billing statement will look just the one you receive in the mail. You can choose to print this bill so that you have a remittance form to include with your payment, or if you just want a printed bill for your records.

If you do not see the option to view your current bill, your bill has not been created yet. Refer to your last utility bill to see how many days have gone by since your last billing statement; a new bill will appear in your online account typically ___ days after your last bill was issued.

Now let's look at how you can make a payment on your account. Click MAKE A PAYMENT under the ONLINE SERVICES column at left. Select the type of debit or credit card you will use, then click GO. A new window will pop up on your screen, and this is where you will make your payment. The amount due is automatically entered in this screen. Note that if you would like to make an installment payment, you can choose the amount that you want to pay. You can choose to enter a payment description (recommended for installment payments), then simply enter your credit or debit card information as requested. Note there is no charge for making an online payment.

Under ACCOUNT SERVICES at left, click on USAGE HISTORY. This is where you can compare your household's monthly usage of services with your previous month's usage, and also with other households on your street or in your area. To compare your own usage from previous months, select a type of service from the first drop-down menu. To compare your household's usage with other households, select a type of service from the first drop-down menu under CONSUMPTION COMPARISON, then choose whether you want to compare your household's usage to others on your street or others in your general area. While we cannot describe or define what is meant by your general area, the data may help you to see if your household is using more or less electricity, natural gas, or water than other households. Note that while other homes in your area may have similar attributes, such as age, size, and type of construction, some households may have widely different usage amounts due to the number of residents in the home, weatherization efforts such as insulation and weatherstripping, and lifestyle choices.